



Roula Mofid Abou Samra

+963938353948

Rulaas.1997@gmail.com

Jramana – Rif Dimashq – Syria

Language: Arabic and English

Profile Summary

Able to utilize strong skills, team orientation and interpersonal abilities to ensure provision of high quality of customer service in challenging environments, seeking to obtain a position to utilize my experience and enhance my development.

Experiences:

	Library Supply Store	Damascus
February 2016	Sales Assistant	
–		
Present.	<ul style="list-style-type: none">• Serve as the primary point of contact for customer requests.• Handles all client’s complaints and resolves their issues within specified timelines.• Build and maintain strong, long-lasting client relationships and ensure client satisfaction• Provides clarification to clients with the orders.• Responsible for making all the needed documents in the store.• Assist customers with the payments.• Keep track of the inventory and make new orders for the items in the store.	

Education and Training

- Al Amin Accounting- Damascus – University center for Applied Sciences (1/1/2021 _ 1/4/2021)
- Course in the financial Statements – Damascus – Faculty of Economics (12/3/2021 _ 17/3/2021) 24 hours of training
- ICDL – Damascus – Reda center For Training and Development (20/5/2021 _ 20/7/2021)
- Bachelor Degree (Division of accounting) Faculty of Economics -Damascus University (2016 – 2021)
- High School Certificate

Skills

- | | |
|--|--|
| <ul style="list-style-type: none">• Team Management• Relationship-building• Amin system expert• Customer Satisfaction | <ul style="list-style-type: none">• Problem solver• Leadership• Customer service• Computer skills (POS, Office) |
|--|--|

Personal Details

- Date of Birth: Oct 06, 1997.
- Nationality: Syrian.
- Civil Status: Single.